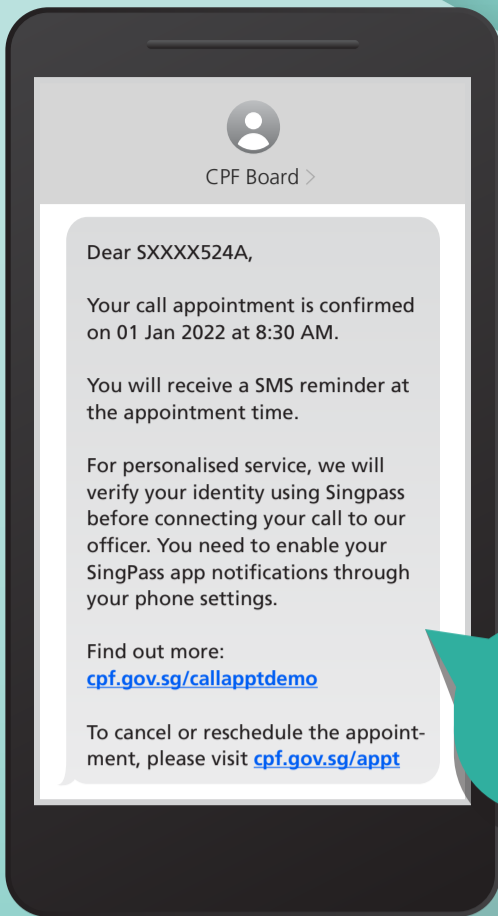
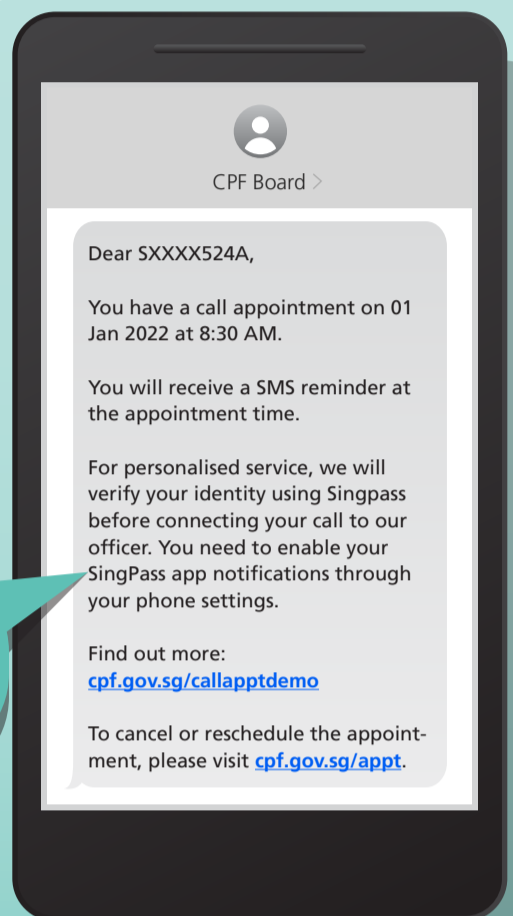


Call Appointment in 5 simple steps



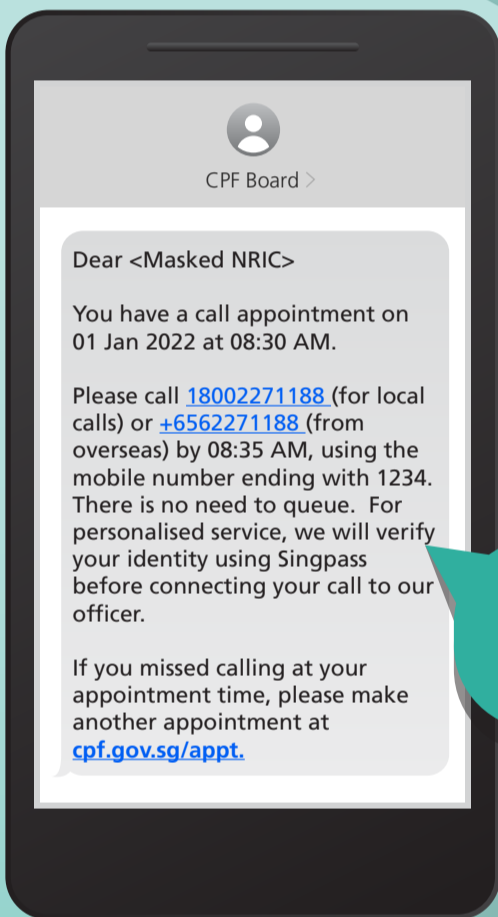
1

Confirmation message after booking a Call Appointment



2

Reminder message sent 1 day before Call Appointment



3

Reminder message sent at the appointment time and click the link to call in



4

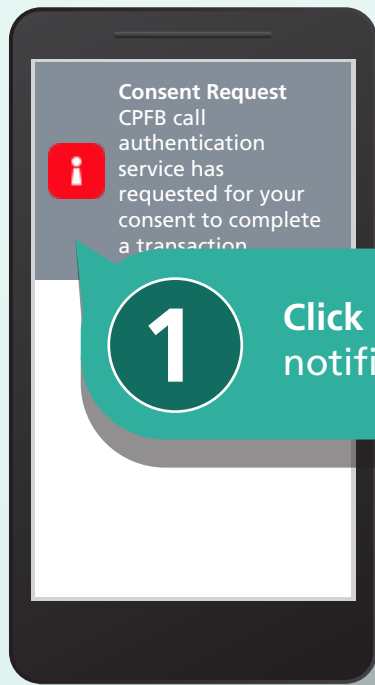
After clicking the link, CPF Hotline number will appear in your dial pad



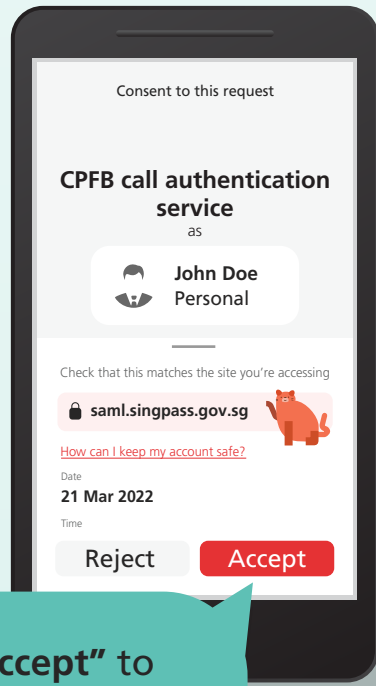
5

"We would like to verify your identity using Singpass. Please get ready the information. Your call may be recorded for quality purposes."

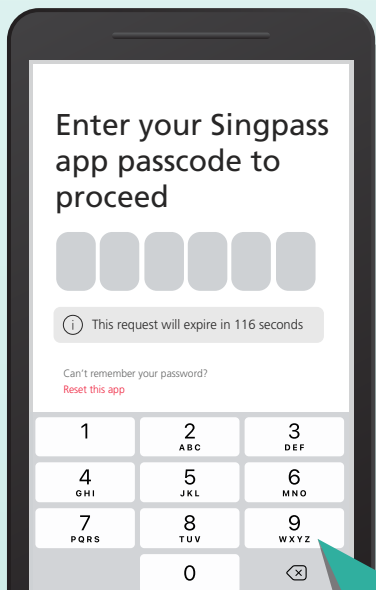
Authenticate using Singpass app in 4 simple steps



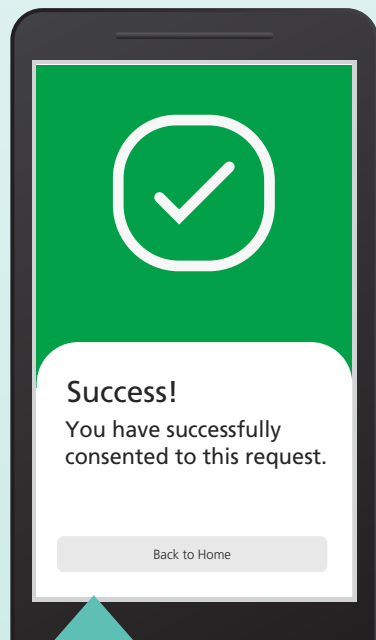
1 Click on the push notification*



2 "Accept" to give consent



3 Verify your identity using your fingerprint, face recognition or 6-digit passcode



4 You have successfully authorised the authentication

You can download the Singpass app from the App Store or Play Store. You can log in to your Singpass app using your fingerprint, face recognition or a 6-digit passcode.

For more details on the set-up, please refer to the instructional guides ([iOS users](#) and [Android users](#)) at singpass.gov.sg.

*Please ensure that you have enabled Notifications on your mobile phone settings if you are using the Singpass app. Please visit cpf.gov.sg/enablenotification for details.

Authenticate using One-Time Password (OTP) via SMS in 2 Simple Steps

1

Check the SMS on your registered mobile phone for the 6-digit OTP



2

Key in the 6-digit OTP using the dial pad of your phone